

1-800-BetsOff Help Line

Monthly Activity Report

February 2016

<u>Activity</u>	<u>#</u>	<u>Ave length</u>
Hotline Calls	441	2 min
Live Chat	14	6 min

<u>Time of Day:</u>	<u>Hotline</u>		<u>Live Chat</u>	
Midnight - 8 a.m.	54	12%	2	14%
8 a.m. - Noon	109	25%	1	7%
Noon - 4 p.m.	131	30%	5	36%
4 p.m. - 8 p.m.	104	24%	4	29%
8 p.m. - Midnight	43	10%	2	14%

<u>Day of Week</u>	<u>Hotline</u>		<u>Live Chat</u>	
Monday	94	21%	3	21%
Tuesday	49	11%	0	0%
Wednesday	72	16%	2	14%
Thursday	78	18%	2	14%
Friday	61	14%	1	7%
Saturday	56	13%	4	29%
Sunday	31	7%	2	14%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Hotline							
Casino banning	53	12%	22	5%	31	7%	1	7%
Gambler's Anonymous info	17	4%	13	3%	4	1%	3	21%
Need local # for treatment center	1	0%	1	0%	0	0%	0	0%
Other gambling related issue/?	3	1%	3	1%	0	0%	0	0%
Request for BETS OFF info pack	0	0%	0	0%	0	0%	0	0%
Request for gambling ed materials	0	0%	0	0%	0	0%	0	0%
Treatment inquiry for self	57	13%	21	5%	36	8%	0	0%
Treatment inquiry for other	22	5%	11	2%	11	2%	2	14%
*Sub-Total	153	35%	71	16%	82	19%	6	43%
Information about line	7	2%	4	1%	3	1%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	114	26%	51	12%	63	14%	0	0%
Lottery issue/question	29	7%	24	5%	5	1%	1	7%
Other (wrong #, hang up, prank, etc.)	138	31%	102	23%	36	8%	7	50%
Sub-Total	288	65%	181	41%	107	24%	8	57%
GRAND TOTAL	441	100%	252	57%	189	43%	14	100%

Call Outcomes	Total		Iowa		Out of State and Unknown			
	Hotline						Live Chat	
Instructed to contact casino	110	25%	50	17%	60	20%	0	0%
Provided gambling assistance/counseling	22	5%	17	6%	5	2%	2	14%
Referred to IDPH/Website	2	0%	2	1%	0	0%	0	0%
Referred to Lottery	30	7%	24	8%	6	2%	0	0%
Referred to national #/out of state source	79	18%	5	2%	74	25%	1	7%
Referred to treatment provider	38	9%	37	13%	1	0%	1	7%
Request sent/referral to ISAIC	0	0%	0	0%	0	0%	0	0%
Supplied requested info	15	3%	11	4%	4	1%	3	21%
Sub Total	296	67%	146	33%	150	34%	7	50%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	148	33%	114	26%	34	8%	7	50%
Sub Total	148	33%	114	26%	34	8%	7	50%
GRAND TOTAL	444	100%	260	59%	184	41%	14	100%

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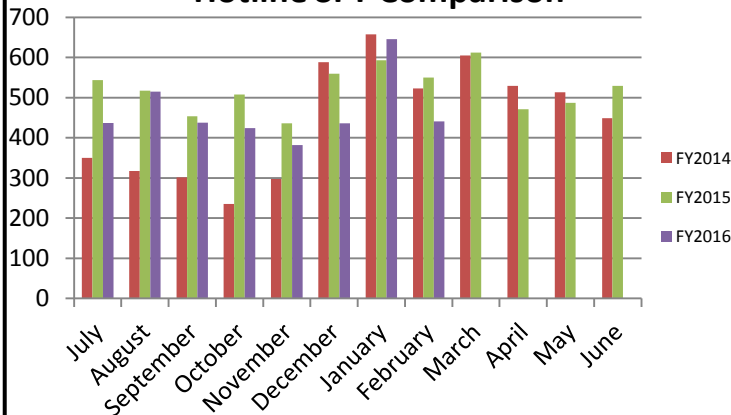
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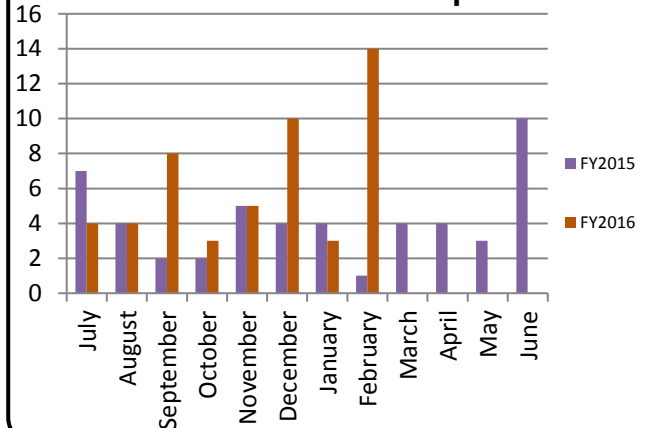
Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	9	0	9	9	8	89%
Pathways	5	0	5	5	4	80%
Prelude	8	1	9	8	7	88%
Problem Gambling Recovery Services	1	0	1	1	1	100%
Community & Family Resources	0	0	0	0	0	0%
Family Services	1	0	1	1	1	100%
Jackson Recovery Center	6	0	6	5	4	80%
Compass Pointe	4	0	4	4	4	100%
Substance Abuse Services	3	0	3	3	3	100%
Prairie Ridge Treatment Center	1	0	1	1	1	100%
TOTAL	38	1	39	37	33	89%

Hotline SFY Comparison



Live Chat SFY Comparison



Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Not applicable	0	0	0	0	0	92	185	170					447
Billboard	0	0	0	0	0	6	9	4					19
Casino	0	0	0	0	0	152	139	175					466
Lottery	0	0	0	0	0	33	161	23					217
Radio	0	0	0	0	0	5	4	2					11
Refused to	0	0	0	0	0	3	4	3					10
TV	0	0	0	0	0	6	3	3					12
Website - Bets Off	0	0	0	0	0	37	9	16					62
Website - Other	0	0	0	0	0	6	2	6					14
Other	0	0	0	0	0	15	49	39					103

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